



Christine Pearson, Ph.D. Professor of Management



Areas of Expertise:

- Crisis Management
- Workplace Incivility
- Leadership
- Interpersonal Dynamics
- Team Building
- Dysfunctional Behavior in the Workplace

About Thunderbird:

Founded in 1946, Thunderbird is the first and only graduate school focused exclusively on global business. With global operations in the United States, Latin America, Asia, and Europe including Russia, the school is regarded as the world's leading institution in the education of global managers, holding the No. 1 ranking in International Business by the Financial Times and U.S. News & World Report.

For more about Dr. Pearson, visit www.thunderbird.edu/knowledgenetwork.

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Christine Pearson, Ph.D., professor of management at Thunderbird School of Global Management, has built a worldwide reputation as one of the foremost authorities on the role of strategic preparation in heading off workplace crises. She has studied and developed causation theories as well as solutions with regard to problems that can boil over due to incivility and aggression in the workplace. As an expert on dysfunctional workplace behavior, she has also studied and developed insights and solutions regarding problems that escalate from incivility and aggression in the workplace.

Dr. Pearson is the co-author of “The Cost of Bad Behavior: How Incivility is Damaging Your Business and What to Do About It,” which makes a business case for workplace civility. The book, scheduled for release in 2009, explores the causes and outcomes of incivility and shares strategies for resolving minor situations before they spiral into something major. Pearson contends that companies pay dearly for minor acts of rudeness that go unchecked in the workplace. Her research of the past decade confirms that organizations must address incivility or suffer potentially steep financial consequences.

Dr. Pearson has been cited in over 400 newspapers and magazines, and has been featured on international radio and television broadcasts – including those of the BBC, CBC, NPR, CNN and other major networks around the world.

A business professional with more than 20 years experience and faculty appointments in Europe, Asia and South America, Dr. Pearson is highly sought for her expertise by both the academic and business sectors. She has helped numerous organizations plan for, avert and contain crises involving disparate occurrences – encompassing the tragically devastating and the business-threatening, from workplace homicide to executive kidnapping, product tampering to product recalls, aircraft accidents and consumer fraud.

In the course of her responsibilities as a consultant and executive-development adviser, Dr. Pearson has assisted companies and organizations including ExxonMobil, PepsiCo, Dow Chemical, Clorox, Transamerica, Kraft Foods, the Los Angeles Police Department, BellSouth (now part of AT&T Inc.), Nortel Networks and the Red Cross.

Striving to enhance organizational leadership, Dr. Pearson has taught executive courses in organizational change, organizational behavior, strategic management and human resources at institutions including the University of North Carolina, the Ivey Business School of the University of Western Ontario, Fundacao Getulio Vargas in Brazil, École des Hautes Etudes Commerciales in France, and Cheng Yu Teng in Hong Kong.

She has written four books on crisis management, and she has been published in *Harvard Business Review*, *Academy of Management Review*, *Academy of Management Executive*, *Organization Science*, *Organizational Dynamics* and *Human Relations*.

Dr. Pearson earned her Ph.D. in business from the University of Southern California, her MS in organizational psychology from California State University, and her BA in French and economics from the City University of New York.